

## Action Policies

Following are the action policies along with implementation actions that apply to those policies. All are being recommended for adoption in this plan.

### LEVEL OF SERVICE

**Provide a reliable supply of water to meet water demands, taking into account reductions resulting from conservation programs, under all but the most extreme or unusual conditions.**

#### Philosophy

The high quality of life we enjoy in the Pacific Northwest is, in part, due to the water resources around us. These water resources are valuable to the region as they provide for municipal and industrial consumption, environmental and aesthetic value, fisheries, and recreation. In managing water supplies for human consumption, the department recognizes the importance of allowing for instream uses.

High-quality water is essential to human health and safety, and constitutes basic service to consumers. The department will at all times take responsible actions to meet consumer health and safety requirements. While managing to provide basic service to consumers and allowing for instream uses, the department acknowledges the need to support discretionary uses of water for landscape irrigation, recreation, and other outdoor uses that contribute to the quality of life in the region.

The department will strive for reliability in two areas: supply and system operations. Supply reliability is a central consideration in meeting projected water needs. System operation reliability is specifically addressed in policies on maintenance and rehabilitation.

The department will plan to provide water demands based on projections which include the effects of conservation programs. An individual user may find this to be less than the quantity desired for all possible uses under all conditions. Pricing and conservation programs that induce reduction in demand are integral to any facilities plan developed to meet projected demand.

The department will meet efficient basic and discretionary consumer water needs, and instream flows, most of the time. There will be times, however, when all needs cannot be met. During these unpredictable and unusual conditions, mandatory curtailment of water use by consumers may be imposed. The department will strive to protect instream uses to the extent that basic service to consumers is not jeopardized.

#### Policy Implementation Guidelines

- (1) Plan to meet projected demand by timing and sizing facilities to assure reliable service based on analyses of supply capability and demand forecasts. The current standard of reliability requires that supply source yield - as defined below - equals or exceeds projected average annual demand.
  - (a) Yield from the supply sources of the system will be defined as the amount that would be expected to be available in all but two years in one hundred, which is the water industry standard of "98% reliability." Prudent water system operational practice may result in some water curtailment actions more frequently than twice in one hundred years, even when this

reliability standard is met.

- (b) Demand projections will be based on regionally accepted employment and population forecasts, assuming efficiencies resulting from demand management programs and increased system improvements.
- (c) In the event of emergency supply conditions or a water shortage, the department will be guided by the Water Shortage Contingency Plan to assure that basic water service is met and that the burden of the shortage is borne equitably among all customer groups.